



NYSTART

Systemic, Therapeutic, Assessment, Resources, & Treatment

Crisis Response & Prevention

Providing crisis response and prevention for individuals with developmental disabilities who present with complex behavioral and mental health needs.

NYSTART is a proactive approach for at-risk individuals and those who provide them supports.



Cut off this card and place it in your wallet or near your phone for instant access



Crisis Response & Prevention

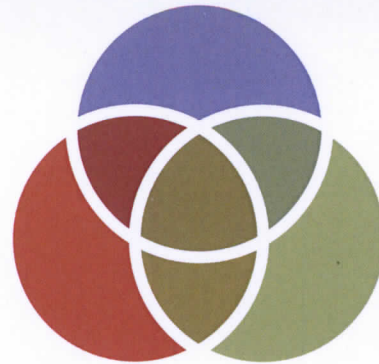
NYSTART - Capital District, Taconic
and Hudson Valley Regions

844-START80
(844-782-7880)

Press 1:
Hudson Valley:
Counties: Orange,
Rockland, Sullivan,
Westchester

Press 2:
Taconic:
Counties: Columbia,
Dutchess, Greene,
Putnam, Ulster

Press 3:
Capital District:
Counties: Albany,
Fulton, Montgomery,
Rensselaer, Saratoga,
Schenectady,
Schoharie, Warren,
Washington



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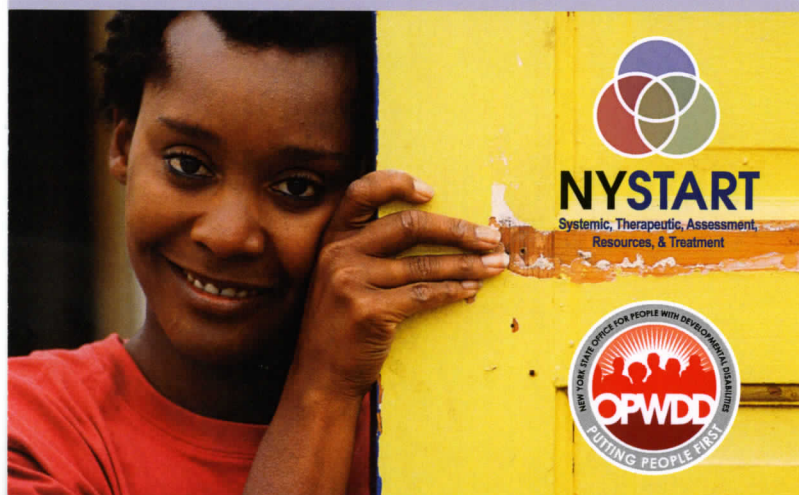
Systemic, Therapeutic, Assessment,
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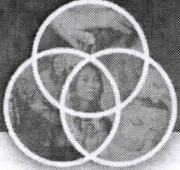
Crisis Response & Prevention

- Services
include
- Therapeutic Resource Centers
 - In Home Support
 - Crisis Response
 - Consultation
 - Education
 - Training

The NYSTART program creates a support network able to respond to crisis needs at the community level.



Providing community-based person-centered supports that enable an individual to remain in their home or community residence is our top priority.






NYSTART
Systemic, Therapeutic, Assessment, Resources, & Treatment

**New York Region 3
Implementation**
Paul A. H. Partridge, Ph.D.
Director, NY START, Region 3

NY START Offices

- Capital District (NY State Thruway Authority)
- Capital District (NY State Thruway Authority)
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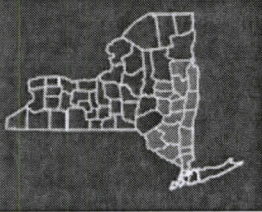
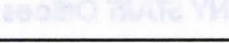
NY Region 3

**3 Geographic Areas
consisting of 18 Counties:**

Hudson Valley: Orange,
Rockland, Sullivan, Westchester


Taconic: Columbia, Dutchess,
Greene, Ulster, Putnam

Capital District: Albany, Fulton,
Montgomery, Rensselaer,
Saratoga, Schoharie, Warren, Washington

NY START Offices


- Capital District (NY State Thruway Authority)
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NYSTART
Systemic, Therapeutic, Assessment, Resources, & Treatment


NY START Region 3 Structure

- Clinical Team
 - Director: Paul A. H. Partridge, Ph.D.
 - Clinical Director: Amy Cohen Anneling, Ph.D.
 - Medical Director
 - Therapeutic Resource Center Director
 - Team Leaders/START Coordinators
- Therapeutic Resource Center
 - Director/Asst. Director/Nurse
 - Direct Support (at Center and In-home support)



NY START Offices

- Hudson Valley (NY State Thruway Authority)
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- Hudson Valley (NY State Thruway Authority)
- Hudson Valley (NY State Thruway Authority)


NYSTART
NY State Thruway Authority


NY START Offices

- Capital District (500 Balltown Road, Schenectady, NY 12304)
 - START Team Leader (Wayne Rock)
 - START Coordinator (Antoinette Furbert)
 - START Coordinator (Renata Krish)
 - START Coordinator (vacant)
 - START Coordinator (vacant)


NYSTART
NY State Thruway Authority

NY START Offices

- Taconic (521 Boices Lane, Kingston, NY 12401)
 - START Team Leader (Tim Nemeyer)
 - START Coordinator (Lionel Laforest)
 - START Coordinator (Robin Evans)
 - START Coordinator (Jeanne Marie Robinson)
 - START Coordinator (Angela Schwarze)
 - Asst Therapeutic Resource Center Director/Nurse (Florence Ohayo-Hall)


NYSTART
NY State Thruway Authority

NY START Offices

- Hudson Valley (3 Wilbur Road, Thiells, NY 10984)
 - START Team Leader (Maryann Howard)
 - START Coordinator (Robin Green)
 - START Coordinator (Laurie Hoagland)
 - START Coordinator (Holly Bentley)
 - START Coordinator (Vanessa O’Gorman)
 - START Coordinator (Urmil Arora)
 - START Coordinator (Jody Loihle)


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Who can Receive Services?

- Anyone with an Intellectual or Developmental Disability who is age 6 or above who has co-occurring Mental Health/Challenging Behavioral needs
 - Includes people living with family, living in the community, or living in Community Residences, whether operated by private agencies or by OPWDD


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Does OPWDD Eligibility Status Matter?

- In a crisis situation, if the referring party genuinely believes that the individual has an Intellectual or Developmental Disability, we will provide a crisis response
- However, to access NY START services beyond the crisis (such as receiving ongoing NY START services, in-home therapeutic respite, or services through the Therapeutic Resource Center), OPWDD eligibility must be established


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Services Offered

- Now:
 - Cross-systems Crisis Prevention and Intervention Planning
 - Systemic and Clinical Consultation
 - Training/Clinical Education Teams
 - Outreach and follow up
- Coming Soon (within 3 months):
 - Mobile Crisis Response
 - Expanded Hours
 - Comprehensive Service Evaluations
- Under Development (within 6 months):
 - Therapeutic In-home Supports
 - Therapeutic Resource Center


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Working With the Community...

- Cross-Systems Team Approach
- Affiliation and Linkage Agreements
- Augment/Enhance Community Service Capacity
- Education and Training


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...To Improve Capacity for Services

- Well-Respected Outpatient Provider:
 - “I rarely even try to advocate for a patient with IDD to go to the hospital. When they end up at [the local crisis center], they are typically bounced out within a few hours, staff being told they are exhibiting ‘behavior’ with the implication being this is either not real psych stuff or that the person is doing things on purpose and could have control if they so chose.”
- Well-Respected Psychiatric Facility:
 - “We really don’t have a lot of expertise with this population. Even when we do admit someone onto our psychiatric unit, we often find that the person’s Treatment Team has unrealistic expectations about what we will be able to achieve through medication management and treatment.”


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Who Should be Referred?

- Individuals who have complex mental health needs that have required crisis intervention
- Individuals who are at risk of losing their work or home due to challenging behavior or unmet mental health needs
- Individuals who have a history of psychiatric hospitalizations or history of multiple community placements due to challenging behavior


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How to Make a Referral

- Call 844-START-80 (844-782-7880)
 - Press 1 for Hudson Valley
 - Press 2 for Taconic
 - Press 3 for Capital District
- Who can make a Referral?
 - Anyone who can provide information on the individual


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Making a Referral

- The Basics:
 - Talk to the individual/family about involving the NY START Team; if o.k., then
 - Call NY START (844-782-7880)
 - NY START Coordinator will complete screening/referral form over the phone
 - If crisis → Coordinator will address crisis
 - If non-crisis referral → Team Leader will assign case in consultation with Clinical Director


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Referrals

- Coordinator will schedule intake meeting with team, gather documentation, ensure consents are signed, meet with the individual, etc.
- Working collaboratively with the individual, family, and team to address the referral concerns begins at **intake**



Needed Documentation

- Appropriate consenting party will need to sign release of information and consent for treatment (additional documentation will be needed for services through the Therapeutic Resource Center)
- Records relevant to the referral (Individual Service Plan, Psychological, Psychiatric, Medical, Behavior Plan, etc.)




Additional Resources

- OPWDD NY START Webpage:
– <http://www.opwdd.ny.gov/ny-start/home>
- Center for START Services Webpage:
– www.centerforstartservices.com



Additional Contact Information

- Director, NY START, Region 3:
– Paul A. H. Partridge, Ph.D.
• 518-388-0434
• paul.partridge@opwdd.ny.gov
- Clinical Director, NY START, Region 3:
– Amy Cohen Anneling, Ph.D.
• 518-402-2054
• amy.c.anneling@opwdd.ny.gov

**NYSTART**
Quality. Transparency. Accountability. Excellence. & Innovation.

Questions?
